



Crestmoor Neighborhood (Glenview Fire) Questions and Answers

RETURNING TO YOUR HOME (Posted September 12, 2010)

Q: How will we be able to access our home?

A: For your privacy and for the security of your home, you will be asked to show photo identification at the registration table. For those without a photo ID, authorities will be able to verify identification. Once your identification has been confirmed, you will be issued two wristbands and decals for up to two vehicles to enter the restricted area.

Q: What time will we be able to access our home?

A: Once you have registered, you will be given a scheduled time and location to enter your neighborhood. Vehicle decals will be color coded to identify the time you will be allowed to go home.

For your safety and security, residents will be allowed to enter their homes in stages. If you show up at your designated entry location before your assigned entry time, you will be turned away and asked to arrive at your assigned time.

Residents of 111-191 Estates, 200-250 Estates and 881-930 Glenview will enter first. The last scheduled entry time will be for residents of Plymouth and the 1100 block of Vermont at 5:00 p.m.

Q: Can our whole family return to our home? How many people can we take with us?

A: For those residents whose homes are green-tagged, you and every family member will be allowed to return and then remain in your home.

Q: How long can we remain in our homes today?

A: Residents with green-tagged homes will be allowed to remain in their homes. Residents with yellow-tagged homes will be able to briefly return and gather their necessary belongings.

Q: What do we do when we arrive at our home?

A: When you arrive at home, PG&E staff will be on hand to re-establish utilities to your home. Please throw away all perishable food inside your home. Dumpsters will be provided in the neighborhood and increased garbage collection has been arranged.

Q: If we are not allowed to remain in our home after first entry, when will we be allowed to return?

A: We will notify residents with yellow-tagged homes with additional information as soon as it is available.

Q: My house was lost, what do I do?

A: Separate information will be prepared for residents of homes in the devastation area. The

City will be holding a meeting for the devastated home owners at the San Bruno Senior Center at 1555 Crystal Springs Road in San Bruno on Monday at 10:00 a.m.

Q: Where can I get additional information and updates?

A: For additional information and updates, please visit the City of San Bruno's website at: www.sanbruno.ca.gov.